

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.:

CAFC-09-04

OPEN:

March 26, 2009

CLOSE:

Open Until Filled

**POSITION TITLE, GRADE
AND SALARY:**

Computer Specialist

CL 28 (\$58,476–\$95,037)

In accordance with current recruitment, promotion and/or demotion policies

LOCATION OF POSITION:

United States Court of Appeals
for the Federal Circuit
717 Madison Place, N.W.
Washington, D.C. 20439

POSITION OVERVIEW:

The Computer Specialist position is located in the Information Technology Office (ITO) of the United States Court of Appeals for the Federal Circuit. This position serves both judicial chambers and non-chambers staff of the Court (approximately 140 users) by providing Help Desk and technical support, which includes but is not limited to: installing, configuring and repairing computer hardware and software applications; basic server (Active Directory) and network support; and telecommunication systems support for VoIP, cellular phones, and Blackberry units. The Computer Specialist will also perform routine to moderately complex troubleshooting for hardware and software systems. The position involves the lifting and moving equipment of up to 30 lbs. and may occasionally require the performance of duties outside of regular business hours.

The successful candidate must have the ability to interpret and apply complex principles and practices from technical publications, manuals, and other documents; exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs; establish, maintain, and foster positive and harmonious working relationships; multi-task and work effectively under pressure; and work successfully in a team environment with other Computer Specialists and ITO staff members.

BRIEF OVERVIEW OF DUTIES:

- Identify, diagnose, and resolve computer system problems. Assess urgency and prioritize requests. Diagnose, analyze, and resolve problems with network/local printers, scanners, Ethernet cable drops, switches, hubs, fax machines, PC/Laptop hardware, CISCO phones, email, internet, Wi-Fi network, VPN connections, and local-area network (LAN) access.
- Install and assist with the configuration of PC hardware, software, and peripherals. Ensure all equipment is distributed according to property management guidelines. Deliver and configure equipment and software to users.

- Manage Track IT SQL database entries. Maintain daily record of trouble tickets, problems and resolutions, and installation activities.
- Research, develop, and recommend to management cost effective automation systems improvements and upgrades. Assist with the acquisition of new or upgraded hardware and software systems.
- Manage the inventory and disposal and of all automation equipment. Ensure compliance with local and federal judiciary guidelines.
- Remotely provide gateway/LAN connectivity issue resolution for VPN/remote users.
- Coordinate and perform network backups.
- Oversee the deployment of critical Windows updates from Active Directory server to clients (WSUS).
- Update disaster recovery plan (DRP) documents and continuity of operations plan (COOP) documents as necessary.
- Coordinate with vendors to ensure the timely repair of automation equipment covered under maintenance agreements.
- Develop and maintain training materials and procedures. Train non-automation staff in the proper use of hardware and software.
- Remain current and maintain knowledge of hardware, software, and network technology by reading technical manuals and publications and attending training sessions/conferences.
- Perform additional administrative and technical work, as directed by management, which supports the Court's technical requirements through a variety of duties, special projects, and responsibilities related to Information Technology.

MINIMUM REQUIREMENTS:

Bachelor's Degree from an accredited four-year college or university in Computer Science, Information Systems, or a related field.

A+ certification desired. Microsoft MCP or MCSE certifications highly desired.

At least six (6) years of experience, of which at least three (3) years include progressively responsible experience which provided (1) a good understanding of the methods and technical skills required to provide adequate technical assistance in a court environment; (2) the ability to analyze complex problems and assess the practical implications of alternate solutions; (3) the ability to communicate with others, both orally and in writing; and (4) the capacity to employ the knowledge, skills, and abilities in the resolution of problems/issues.

Must have a strong working knowledge of the Microsoft products not limited to MS Windows client operating systems (XP and VISTA), Intel based PC desktops and laptops hardware and components, and MS Office Suite 2003, 2007 and Adobe Professional. Additionally, must have experience with file system security using Active Directory 2003 and account creation including the creation and deletion of Exchange mailboxes.

APPLICATION INFORMATION:

Mail, fax, or email a cover letter, resume and/or AO-78 (*Application for Federal Judiciary Employment-see court's website at www.cafc.uscourts.gov-click on Employment*) to:

**U.S. Court of Appeals for the Federal Circuit
717 Madison Place, N.W., ASO/HR-Suite 410
Washington, D.C. 20439
Attention: Computer Specialist #CAFC-09-04**

Fax to: (202) 633-5885 E-Mail: cafcijobs@cafc.uscourts.gov

E-mailed documents must be in PDF format. Zip files will not be accepted

OTHER INFORMATION:

Only qualified applicants who submit complete application packages will be considered for this position. Only those applicants selected for an interview will be contacted and must travel at their own expense. Reimbursement for travel and/or relocation is not available.

The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice. No phone calls please.

NOTES: (1) If selected you may be required to complete an initial performance evaluation period of employment. Failure to successfully complete the evaluation period may result in termination of employment. (2) This is an **“Excepted Appointment” and “At Will”** position. Federal Government Civil Service classifications or regulations do not apply. (3) As a condition of employment, applicants must successfully complete an FBI Fingerprint and Background Check. (4) This position is subject to EFT (direct deposit of earnings). (5) Must be a U. S. citizen or eligible to work in the United States.

The United States Court of Appeals for the Federal Circuit is an Equal Employment Opportunity employer.